



Medicaid Advisory Council

Delta Dental of Iowa

Care Coordination Updates

Care Coordination Quick Hits

Emergency Room Updates

- Received data and completed outreach for 311 unique members who visited the ER during Q2
 - Made some file adjustments and may have higher numbers moving forward
 - Now receiving data from all three of the MCOs

General Care Coordination

- 215 members identified for care coordination through the PreViser Oral Health Survey
- About 111 additional unique members received care coordination from Delta Dental during Q2
 - This includes members from internal and external referrals, and mobile dental clinics

PreViser Oral Health Survey

- Have continued to see an increase in overall PreViser Oral Health Survey completion
- Top engagement strategies:
 - Completion through Delta Dental Staff Member engagement (62.3%)
 - Text Messages (15.9%)
- Added a flag on member accounts to promote engagement and have seen an increase in surveys since implementation

The screenshot displays a software interface with a dark sidebar on the left containing navigation options: Home, Member Search, Member Portfolio (highlighted in green), Member Dashboard, and Member Information. The main content area is titled 'FPL - Wellness Plan Member: Oral Health Survey Needed' and includes a 'Last Survey Date:' field with a 'Previser Survey' link. Below this is a 'Recent Notes' section with tabs for 'CS NOTES' and 'CLAIM NOTES'. On the right, there is a 'Claim Holds' section with an 'Add Claim Hold' button and a table with columns 'Acct-Grp-Div' and 'Hold Reason'. The table contains one entry: '1-1-1 - (M)' with 'Other' as the reason and a 'Remove Hold' button. Below the table is a 'Payment Order' section with a date field set to '03/04/2026' and a 'Submit' button.

Mobile Clinics

- December: Denison Mobile Clinic
 - Partnered with Crawford County Public Health
 - Focused on serving high-risk members in the community
 - 97 members received services (126 scheduled)
- March: Storm Lake Mobile Clinic
 - Partnered with Buena Vista Public Health and Regional Medical Center
 - Focused on serving those who have been utilizing the emergency room or lack access to care
 - About 75 adult and child members were served
- Continuing to work with community partners on follow-up care coordination efforts



Workforce Updates

Revolving Loan Fund

- This fund will offer low-interest financing to help Iowa dentists start, purchase, or transition private practices by reducing financial barriers to ownership.
- Prioritize high need areas that are primarily in rural parts of the state
- Delta Dental made a \$2 million investment
- Reasons for the investment:
 - Support dentist ownership and long-term success
 - Strengthen access to care in Iowa communities
 - Align financing tools with existing workforce and access-to-care initiatives
 - As loans are repaid, funds are reinvested to support future Iowa dentists and create a sustainable resource for years to come.

IADAPT Updates

- IADAPT = Iowa Dental Advocacy for Professional and Personal Thriving
- Has started year two of offering three professional coaching and therapy sessions to Iowa Dentists through Flowstate
 - Providers can access an additional three therapy sessions if they already utilized in year one
- All sessions are done virtually and are confidential (no partners have access to files, records, or who has accessed the program)
- After year one, over half of providers continue to access the services voluntarily with their own resources
- Provider family members have also chosen to engage with services

Outreach in Action

Outreach Updates

- Exciting partnerships in the last quarter!
 - Harding Middle School Health fair in partnership with Molina
 - Events with CHCs and Primary Care Association
 - Drake Head Start Programs
 - Count the Kicks/Healthy Birth Day
 - Baby Bloom with EveryStep
- Excited for a busy spring/summer smiling in Iowa communities!



Connect with Us!

Questions about the content?

Taryn Jonet – Care Coordination and Quality Improvement Manager

Phone: 515-261-5535

Email: tjonet@deltadentalia.com